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Professional Summary

Account Management/ Customer Success Leader with over 6 years of experience in SaaS, cybersecurity, and MSP environments. Proven ability to drive client retention, lead renewal efforts, and identify cross-sell and upsell opportunities to expand accounts. Skilled in building long-term client relationships, managing complex technical environments, and providing consultative solutions that align with customer business goals. Adept at project planning, executive reporting, and fostering collaboration between technical and sales teams to deliver exceptional client outcomes.

Professional Experience

Customer Success Manager – Securin.io

October 2024 – Present

- Managed a portfolio of enterprise and public sector accounts, achieving over 100% retention by preserving all existing accounts while expanding the portfolio from 74 to 79 accounts (+6.8%).
- Led contract renewal efforts, maintaining a 100% renewal success rate for all accounts.
- Proactively identified cross-sell and upsell opportunities, increasing ARR across strategic accounts from \$690K to \$720K.
- Partnered with technical and sales teams to deliver consultative business reviews and align services to client goals.

Client Success Manager – Gurukul

March 2023 – September 2024

- Oversaw \$8.2M in ARR, focusing on renewal, retention, and expansion across mid-market and enterprise clients.
- Educated clients on cybersecurity trends and tailored solutions to align with their business objectives and use case for out Next Gen SIEM.
- Created and executed strategic success plans, driving product adoption and customer satisfaction.
- Collaborated with sales teams to expand accounts and exceed revenue growth goals.

Customer Success Manager – Optiv Security

April 2022 – March 2023

- Managed Security Services clients, ensuring service delivery aligned with SLAs and client expectations.
- Conducted regular business reviews and managed escalations, resulting in high client satisfaction scores with top 20 accounts.
- Identified upsell opportunities and partnered with sales to execute account growth strategies.

Information Technology Manager – Maule Technologies

November 2019 – April 2022

- Served as a consultative advisor for SMB clients within an MSP environment, ensuring proactive technical service delivery.
- Led client lifecycle asset management, renewal of service agreements, and identified opportunities for additional services.
- Managed a team of 8-10 network admins and help desk personnel.
- Helped maintain clients' on-prem networks through ongoing patch management and vulnerability scans.

Sales Manager – NuMSP / J&J Tech

August 2019 – November 2019

- Managed and coached a team of Business Development Managers, increasing MRR through effective sales planning and execution.
- Designed territory-specific sales initiatives to align with organizational growth goals.
- Collaborated cross-functionally to streamline client onboarding and service delivery.

Territory Sales Manager – Mohawk Industries

March 2016 – August 2019

- Developed strong relationships with commercial clients, flooring contractors, and end users.
- Grew territory revenue from \$4.1M to \$4.7M by expanding product adoption and executing client retention strategies.

Education

MS, Digital Forensics and Cyber Investigations – University of Maryland Global (2019 – 2021)

BA, Intercultural Communications – University of New Mexico (2001 – 2006)

Key Skills

- Client Retention & Renewal Management
- Cross-Sell & Upsell Strategy

- Executive-Level Consulting & Reporting
- Project Planning & Lifecycle Management
- SaaS, MSP, and Cybersecurity Expertise
- CRM & Data Analytics (Salesforce, PowerBI, Zoho)
- Strong Oral and Written Communication Skills